



SAP® Recognized Expertise



SAP Business One Support Services from Signum

Note from our Managing Director

Not all business relationships are productive and over time some can become stale. This is just a fact of life, but for the continued effectiveness of your ERP system and your future business agility, your freedom to move your support contract to a new SAP partner is extremely important.

At Signum, our policy has always been to build customers' ERP solutions using standard, widely available products & technologies, the core of which being SAP Business One. We always ensure customer freedom & choice regarding their support partnership is preserved and we never use technology to lock-in our customers.

However, customer retention is paramount and we keep hold of our customers because they want to stay. How? We simply work hard for our customers, we endeavor to build proactive business relationship upon give & take (rather than take take take) and we always try to be competitive. Nothing more than that.

If you are looking for a close partnership rather than an arms-length supplier then I look forward to welcoming you to our customer family. But if you feel locked-in to you current SAP Partner don't worry, we can often replicate bespoke functionality using standard tools.

Lindsay Pointon

Managing Director

Introduction

As an SAP Gold Partner, Signum Solutions has a wealth of experience in providing the SAP Business One solution and shares this expertise with you every step of the way: from initial implementation to on-going support and system development.

Our dedicated team of SAP Business One specialists can keep your system running smoothly and efficiently, reducing business interruption and allowing you to focus on servicing your customers.

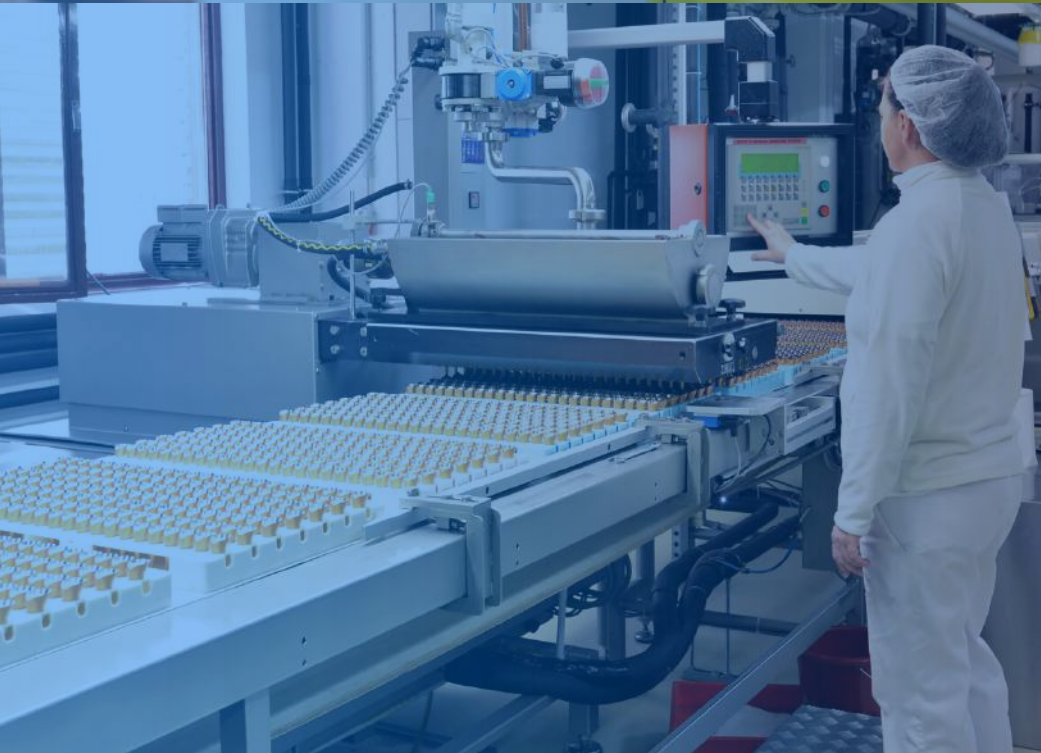
We like to help customers get the best return on investment with their SAP Business One. In recognition of this, Signum is the proud recipient the SAP Customer satisfaction award. An award based upon actual customer feedback in a survey carried out directly by SAP.

We value our customers feedback

"Excellent service as usual"

Managing Director, Healthcare Direct Ltd





We've got your industry covered

We have extensive experience in selected key industries. Learn more about some of the industries we support below.



Chemicals & Coatings



Manufacturing



Wholesale Distribution



Food & Beverage



Healthcare



Pharmaceuticals

What does Signum Support provide?

At Signum Solutions we recognise that you need a partner, not a vendor. Our support team is business user-focused, with experience across industry sectors and SAP Business One systems.

The primary goal of our support team is to help you minimize business interruption by resolving any SAP problem or query with minimal delay.

The dedicated **Help Desk** is open Monday through Friday. Extended support can be provided by special arrangement for out of hours and weekend support.

Communication with our support team can be made via telephone, email or web portal, and all calls are managed by computerised ticketing software to ensure SLA compliance.

Our **Help desk support service** is primarily designed to provide advice or assistance on demand. However, as an integral part of our support relationship, we also provide additional pro-active services.

Signum customers also receive hands-on support from **allocated account managers**, regular system reviews and access to a **dedicated continuous improvement** team - all geared towards ensuring your SAP Business One solution is working at its best.

Our **core services** include:

- Customer Portal
- Knowledge Base
- Exclusive Customer Forum
- Web-based Support
- On-site Visits
- SAP Training
- Continuous Improvement





Coming from another partner?

Seamless Transition

You can change your SAP Business One software partner at any time, and your paid up maintenance will continue until the next renewal. We'll handle all the formalities with SAP and add-on software vendors on your behalf.

If you have custom-developed software from your current partner that is non-transferrable, we'll propose an alternative solution using standard SAP software tools.

By partnering with Signum, you can rest assured your change will be handled professionally and all initial discussions will be treated in the strictest confidence.

We have helped many customers transfer from their current provider successfully.

Prior to Transfer

Before we embark on a new support partnership together, we like to understand who you are, what you want to achieve, and the best way to get there.

We take the time to perform a technical audit of your system to better understand the landscape. We listen and learn about your business to create an individual suite of services tailored specifically for you.

Your account manager will take time to understand your business requirements and challenges so we can propose development plans that are aligned to your business needs.

Together we'll form a lasting partnership built on trust, respect, and continuous improvement.

Why choose Signum Solutions?

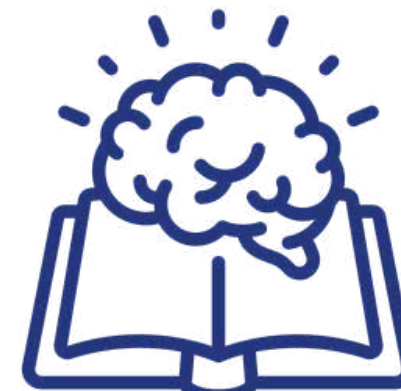
When you choose Signum, you gain access to a plethora of unrivalled benefits, exclusively for you. We are always updating our customer benefits and giving you the best value for your investment.



**Product Focused
Special Interest Groups**



**Bespoke SAP
training bundles**



**Access to
Knowledge Base**



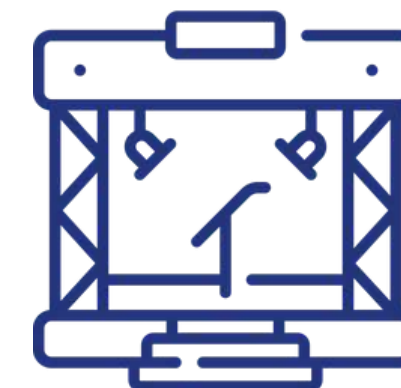
**Exclusive Customer
Forum**



Industry Discussion Panels



**Free & On Demand
Training Videos**



Exclusive events



**Dedicated Continuous
Improvement Team**

Benefits - In detail



Product Focused Special Interest Groups

Special Interest Groups are an integral part of the Signum customer Success program and provide a forum where participants can come together to share their expertise and 'best practice' in specific areas of interest.



Access to Knowledge Base

Signum customers have exclusive access to our ever expanding knowledge base including how-to guides and videos. Released after each new software release, the knowledge base is updated any time a core feature is changed.



Bespoke SAP training bundles

Our training bundles are designed to fit your needs and budget, with lots of options to choose from. Book the day, week or month of your choosing, with no advance booking required. You can also take advantage of bespoke discounts exclusive to Signum customers.



Exclusive Customer Forum

Signum's dedicated customer forum is the premier place to network with other SAP Business One users. We are proud to be the only SAP partner in the UK to provide this service, giving our clients a place to network with one another, share knowledge and expertise.

Benefits - In detail



Free & On Demand Training Videos

Designed for all levels of experience - our free and on demand e-learning videos are regularly updated with the latest information in the world of SAP Business One. We cover a variety of topics and focus on real issues so you always have the most relevant material at hand.



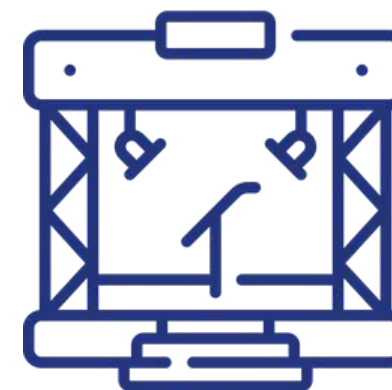
Dedicated Continuous Improvement Team

Whatever your business objectives, our team of continuous improvement consultants will be on hand to support you. They'll help you take advantage of the latest technology for your SAP Business One solution and make sure you always have the best tools in place.



Industry Discussion Panels

The best way to learn is by sharing insights with fellow industry practitioners. Our discussion panels are an open forum for you and your peers to share knowledge and advice for a better industry future.



Exclusive events

We will regularly invite customers to our business and industry events. These events reveal the latest innovations, offer networking opportunities and equip you to keep on top of your game.

Testimonials

The customer is at the heart of everything that we do. That is why we consistently ask for feedback from our customers, so we can be sure that we are providing the best quality of service at all times.

Using a tool called "Customer Thermometer", we are able to gauge how well we have performed.

Providing feedback to us couldn't be any easier. It's the simple press of a button with the choice for you to leave some very valuable feedback.



Here's what some of our customers had to say

"Excellent service as usual"

Managing Director, Healthcare Direct Ltd

Rating - Excellent

"Good service, good advice"

Sales Coordinator, Heaton Green Dust Control Limited

Rating - Excellent

"Very quick resolution"

Director, PIP Chemicals Ltd

Rating - Excellent

"Quick and effective!"

Administrator, TPBI UK Ltd

Rating - Excellent

Ready to take the next step?

At Signum, we remove complexity and improve efficiency. Through a combination of deep SAP expertise, keen insight, and smart technology, we deliver innovative services that help you meet and exceed expectations.

Schedule a one-on-one meeting with our team of SAP Business One experts and let us help you gain more from your SAP Business One solution.



signum-solutions.co.uk



01244 676 900

